



FMMI in the NEWS

Financial Management Modernization Initiative

Issue #9 - September 2009



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FMMI in the News Overview

FMMI in the News serves as a central source of information to Agency and Staff Office leadership and points of contact (POCs) on all things related to the Financial Management Modernization Initiative (FMMI).

While the current focus of the newsletter is to provide information to the Agency and Staff Office leadership and POCs, please share this newsletter with other interested parties in your Agency as appropriate.

To ensure *FMMI in the News* is relevant to you and your Agency or Staff Office, please let us know what topics you would like to hear by sending feedback, comments and suggestions to the FMMI Mailbox at FMMI@usda.gov.

A Word from our Executive Sponsor, Jon Holladay, Deputy CFO

We are just two weeks away from Go-Live for the first Deployment of FMMI. FMMI will provide a number of benefits to the Department but system implementations are always challenging – and FMMI is no exception.

Evan Segal, USDA CFO, recently sent out a memo announcing an important decision in our Deployment 1 approach. FMMI leadership, after meeting with the CFOs of all Deployment 1 Agencies has decided to move forward with a staggered Go-Live approach. DASO, OIG, and FAS will continue to Go-Live October 1, 2009. REE and FSIS will continue to prepare for FMMI implementation and Go-Live in early 2010.

Although the Go-Live approach has been modified, it doesn't change our momentum, the commitment to the success of FMMI or the work we still have to do. The team is working around the clock to accomplish our goal. I've been incredibly impressed by the dedication our FMMI team has shown in getting both the system and the Deployment 1 users ready.

The D1 Agencies have had a considerable presence around the FMMI offices and remotely with their support of Quality Assurance and User Testing. Testing is an important part of the process to make sure the system works to meet our business requirements. We've made important tweaks and modifications based on the testing results and the input from the agencies. I have heard first hand how seeing the FMMI system and helping to resolve issues has increased their comfort level with FMMI and understanding of how we will do business in the new system.

One of the top priorities we have been focused on is conversion and conversion extracts. Mock 4 conversion began last week. FMMI leadership is meeting on conversion issues daily and making progress.

While users have been actively taking their required FMMI training since June, August and September are the busier months as we run classroom sessions of the 300 and 400 level training. The training content is meant to familiarize users with the transactions needed to do their role(s). Once users are live and actually performing their role, they will naturally have more questions. We have post-production support with Agency Subject Matter Experts to support users. There will also be Online Help Procedures, simulations, job aids, and the Help Desk to use as references.

We have a lot of work to do in the next two weeks, but our team is dedicated and with the Agency support we have I am confident we will cross the finish line.

FMMI Deployment 1 Cutover Activities

FMMI October 2009 Deployment 1 Cutover has been underway since August 2009. FMMI cutover is divided into three phases: Pre-Cutover, Cutover and Post-Cutover.

During the Pre-Cutover phase, the production environment is built and configured, interface systems prepared, and readiness tasks performed in preparation for the upcoming data conversion. At the end of the Pre-Cutover phase, the Operational Readiness Review (ORR) checkpoint is performed which represents the gateway to the Deployment phase of the project and to the second phase, Cutover.

At the start of Cutover is the kick off of the Master Data conversion effort. Once the Master Data conversion has been executed, the data validated, and additional cutover tasks have been completed (including USDA year end close activities), the Transactional Data conversion will begin. This conversion effort will run through the Cutover Weekend and into the following week. On the Monday following the Cutover Weekend, the Post Cutover phase begins.

The Post Cutover starts when the first Agencies and Staff Offices have gone "live" on FMMI. At this point, the appropriate user groups will be given access and some posting of FY2010 transactions within FMMI will begin. During this time, the Operations and Maintenance (O&M) Help Desk and Post Production Support team will be in place to resolve any issues which may occur in the production environment.

The Cutover Task Inventory is the primary instrument of the Cutover Plan. It is a full checklist of activities to manage the cutover process and successfully deploy the Deployment 1 Agencies and Staff Offices to FMMI. It includes project management, change management, technical architecture, conversion, configuration, and interface-related tasks that cross the Pre-Cutover, Cutover, and Post Cutover timeframes. Although these tasks are monitored by the Core Implementation Team, the responsibility of executing the tasks belongs to the FMMI Project Team, October 2009 Deployment 1 Agencies and Staff Offices, and interface partners.

FMMI Deployment 1 Cutover Window Processes

The FMMI Deployment 1 Cutover Window Processes is a document that lays out the procedures that end users with the October 2009 Deployment 1 Agencies and Staff Offices (DASO, OIG, and FAS) must take place during Cutover to manage the transition period from FFIS to FMMI. The document focuses on managing FMMI and Interface Partner operations around the Cutover time period when the interface partners have been disconnected between FFIS and FMMI and when users do not have access to the new accounting system. During this time, these procedures will be utilized to allow USDA business to continue without a loss of information. The procedures contained in the Cutover Window Processes provide the necessary processes for the USDA business activities to be recorded, tracked, and eventually manually loaded into the system (where applicable).

October 2009 Deployment 1 Agency/Staff Office Implementation teams were provided with the Cutover Window Processes to cascade down to their FMMI user community. Please note, more specific and/or additional information on year end procedures and FMMI may have been included in previous Year End Close communications. This particular "Cutover Window Processes" message pertains only to the manual procedures that need to take place during the Cutover to FMMI.

If you have not received the FMMI Deployment 1 Cutover Window Processes document, please contact your Agency/Staff Office Implementation Lead.

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If you have not received the FMMI Deployment 1 Cutover Window Processes document, please contact your Agency Implementation Lead.

Post Production Support for Deployment 1

Post Production Support is the period of time immediately following the October Go-Live event and will be in place for approximately six weeks. After the Post Production Support timeframe, the FMFI Application Help Desk will assume responsibility for long term support.

The Post Production Support Team is made up of specialists from the existing FMFI Teams, the FMFI Operations and Maintenance teams, and specific Post Production Support teams. The Post Production Support Team's focus is to provide support, quickly identify, prioritize, diagnose and resolve issues, and maintain effective communication throughout the process. As part of this team, each Agency has an Agency Point of Contact (POC) which will represent the Agency during the Post Production Support timeframe. This includes representing FMFI across the agency, providing agency-specific information to the users, collecting agency-specific issues and providing resolution information to the agency, and representing the agency at FMFI-wide meetings.

FMFI War Rooms, designed to have skilled resources in close proximity to maintain effective communication and facilitate the quick identification, prioritization, diagnoses and resolution of the top priority issues, will serve as the hub of communication about the status of FMFI operations during the Post Production Support timeframe. They will also serve to centralize discussion of issues, including prioritization of the issues, and as the hub of brainstorming for causes and solutions of issues. There will be FMFI War Rooms in Washington DC and New Orleans. Hours for the FMFI War Rooms are expected to be 6 a.m. Eastern to 7 p.m. Eastern Monday through Friday.

During the Post Production Support timeframe, the standard process to open, route, track progress, and close tickets using the Remedy software will be utilized. There will be no changes to this process from that documented in the FMFI Application O&M Help Desk Plan. However, during the Post Production Support timeframe, only Agency POC's will be authorized to submit tickets related to FMFI functionality coming from the agencies. This will facilitate a more effective coordination and prioritization of issues within an agency as well as focus the users towards working with the FMFI Agency Post Production Support Teams.

FMFI War Rooms will serve as the hub of communication about the status of FMFI operations during the Post Production Support timeframe.

End User Support Post Go-Live

October 2009 Deployment 1 users will have a number of support options to assist them with FMFI questions after Go-Live:

- FMFI Online Help
 - FMFI OnLine Help Procedures (OLHP) – Step-by-step instructions on how to process an individual transaction in FMFI. Accessible through the FMFI Online Help website via the FMFI Portal.
 - Job Aid – Listing of supplemental information for users that is not necessarily included in the OLHPs. Job Aids are created in Word or Excel and have listings of information or serve as Quick Reference Guides. Job Aids will also be accessible through the FMFI Online Help website via the FMFI Portal.
- Agency FMFI SMEs – Agency Implementation Teams should communicate how users may best contact their Agency FMFI SMEs
- Help Desk – Users should work with their Agency FMFI SMEs to utilize the existing USDA Help Desk processes and procedures to log a ticket. Issue will be routed to the appropriate support team for a response and/or resolution.

Users will have a number of support options to assist them with FMFI questions after Go-Live

Training Delivery Update

FMMI Deployment 1 training takes place in two waves, Pre and Post Go-Live. Pre Go-Live training is for users who need access to FMMI on day 1 in order to perform their role(s). Post Go-Live training is for users who use FFIS (or their current financial system) infrequently, but will use FMMI in the future. Note: All Deployment 1 Agencies, no matter their Go-Live date, will be continuing training as scheduled.

Pre Go-Live training is almost complete. The first course of FMMI training concluded in July with the successful delivery of FMMI 101—Introduction to FMMI, to over 1500 users. FMMI 200 Level (Process Overview) training, which provides users detailed FMMI process area overviews, is available online via AgLearn and may be taken at any time but should be taken prior to the 300 and 400 Level classroom training courses.

FMMI 300 and 400 Level courses, the Navigation and Role-based Instructor-led training are being held in Colorado, the District of Columbia, Georgia, Iowa, Louisiana, Maryland, Missouri, and Minnesota. Pre Go-Live training concludes September 25th, although the majority of users will be done by September 18th. Post Go-Live training runs October 13th through November 20th.

The training content for the 400 Level courses is meant to familiarize users with the transactions needed to do their role(s). For all intents and purposes, the job users perform today remains the same. How a user performs a transaction may be different in FMMI than in FFIS but the job function the user does is not substantially changed.

Key Messages for Your Agency/Staff Office

As leadership or the FMMI POC for your Agency/Staff Office, we rely on you to take back key messages to the rest of your organization about FMMI. Key points to relay to your organizations:

- FMMI Deployment 1 Cutover has been underway since August 2009. FMMI cutover is divided into three phases: Pre-Cutover, Cutover and Post-Cutover. The Cutover Task Inventory is the primary instrument of the Cutover Plan. It is a full checklist of activities to manage the cutover process and successfully deploy the Deployment 1 Agencies and Staff Offices to FMMI.
- The FMMI Deployment 1 Cutover Window Processes is a document that lays out the procedures that end users must take place during Cutover to manage the transition period from FFIS to FMMI. If you have not received the FMMI Deployment 1 Cutover Window Processes document, please contact your Agency Implementation Lead.
- Post Production Support is the period of time immediately following the Go-Live event and will be in place for approximately six weeks. After the Post Production Support Timeframe, the FMMI Application Help Desk will assume responsibility for long term support.
- Key points to remember about training:
 - Training is a means of introducing users to the new concepts, business procedures, and systems
 - Learning how to perform your role within a new system takes time
 - After becoming a FMMI User, knowledge transfer will continue on-the-job from various support options, including: FMMI Online Help (On Line Help Procedures and Job Aids), Agency SMEs, and USDA Help Desk.

FMMI Calendar

FMMI Pre Go-Live 300/400 Level Training	Aug 17-Sept 25
FMMI Post Go-Live 300/400 Level Training	Oct 13- Nov 20
FMMI Deployment 1 Go-Live	Oct 1-Oct 5

Questions or Comments?

If you have questions about the FMMI project or information in this newsletter, please contact FMMI@usda.gov and include a clear subject line to indicate what your question or concern is about. Or for information, visit the FMMI website: Info.FMMI.USDA.Gov.